



CITY OF ATLANTA DEPARTMENT OF
**watershed
management**

Keisha Lance Bottoms, Mayor
Kishia L. Powell, DWM Commissioner

Atlanta City Council | City Utilities Committee **Department Quarterly Report** **FY2019 – 3rd Quarter (Jan – Mar)**

June 11, 2019



Updates to Council





Care and Conserve Program

Bill Payment Assistance (BPA)

How we help!

Low Income Households

An applicant may receive up to:

- **\$1,000.00** for bill payment assistance
- **\$3,000.00** for a bill payment assistance with leak

189 customers assisted \$105,612 of assistance provided

Customers are responsible for making some form of payment during the application process.

\$67,585 past due balances paid by BPA customers in FY 19

Assistance is assessed on a case by case basis.





Care and Conserve Program

Plumbing Repair Assistance

How we help!

Low to Moderate Income Households

Toilet, Faucet, Interior Plumbing
Replacement/Repair

- Water Heater Replacement/Repair
- Underground Leak and Sewer/Drain Repair
- Low Flow Fixture Installation
- Conservation Counseling

- \$945,000 in grant funds to 3 non-profit agencies
- 150 household quota per non-profit in 12 month period
 - Nehemiah Project CDC - 151 homes completed
 - Southface Energy Institute - 49 homes completed
 - Integrity Transformation CDC - 41 homes completed



Care and Conserve Program

Highlights

CARE & CONSERVE COMMUNITY DAYS (OCT 2018)

- 2 City Plaza (72 Marietta St)
- ITCDC (Joseph Lowery Blvd)
- Southface (Pine Street)
- Nehemiah (Fairburn, GA)

187 ATTENDEES



DWM is a Bank On Atlanta partner, providing program training, technical assistance and customer support services through the Care & Conserve Team.

One customer carried gallons of water into her home for 4 months due to a large water line leak.

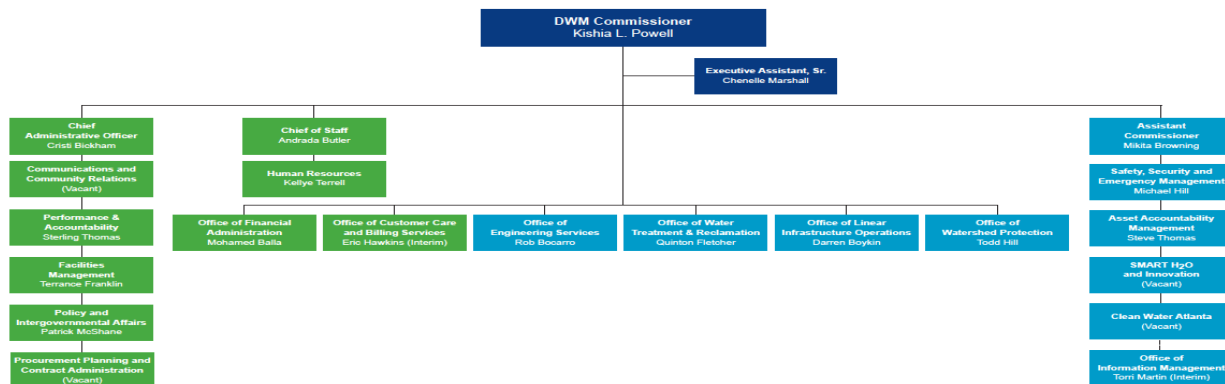
The Care & Conserve Plumbing Repair Program made the difference!



Care & Conserve Plumbing Repair Program
Nehemiah Project CDC Client



Organizational Chart





Stormwater Roadshow Overview Dates

	Meeting	Date	Venue	Partners
1	Utoy & Camp Creeks	May 30	Utoy & Camp Creeks	<ul style="list-style-type: none">• WAWA• Southface
2	South Fork Peachtree Creek	Th-June 20*	Upper Peachtree Creek	<ul style="list-style-type: none">• South Peachtree Creek Conservancy
3	Nancy & Long Island Creeks	Th- July 11*	Nancy & Long Island Creeks	<ul style="list-style-type: none">• Blue Heron Nature Preserve• Livable Buckhead
4	South River	T-July 30*	South River	<ul style="list-style-type: none">• South River Watershed Alliance• The Nature Conservancy
5	Proctor, Sandy, & Baker's Ferry Creeks	Th-Aug 8*	Proctor, Sandy, & Baker's Ferry Creeks	<ul style="list-style-type: none">• Proctor Creek Stewardship Council• The Conservation Fund
6	Intrenchment, Sugar, & Doolittle Creeks	T-Aug 20*	Intrenchment, Sugar, & Doolittle Creeks	<ul style="list-style-type: none">• American Rivers• ECO-Action
7	Lower Peachtree Creek	T-Sept 10*	Lower Peachtree Creek	<ul style="list-style-type: none">• TBD



Adopt-A-Drain Program

- Purpose: To improve the City's storm drainage system by educating and promoting the public's involvement in stormwater management and maintenance. Volunteers commit to keeping debris out of the stormwater inlet drain they adopt and report drain malfunction.
- Soft Launch – April 19, 2019
- Volunteers
 - Pilot Program Goal – 20
 - 16 volunteers signed up to-date
- Sign-Up Process
 - Adopt-A-Drain website atlantawatershed.org/adoptadrain/
 - Volunteers complete online application and Adoption Commitment
 - Coordinator will deliver supplies for maintaining the storm drain
- Neighborhoods Involved to Date
 - Lake Claire
 - Piedmont Heights
 - Berkeley Park
 - English Avenue
 - Various NPU-G Neighborhoods





Clean Water Atlanta – EPA/EPD Consent Decrees

- 1995 lawsuit settled by two Consent Decrees
- Combined Sewer Overflow (CSO) Consent Decree (Sep 1998) – Required compliance by 2007
 - All requirements met
 - Monitoring water quality and efficacy of improvements
- SSO Consent Decree (FACD) (Dec 1999) – Original Compliance required by 2014
- Second Amendment to FACD (SACD) approved September 2012; full compliance required by July 2027 per SACD





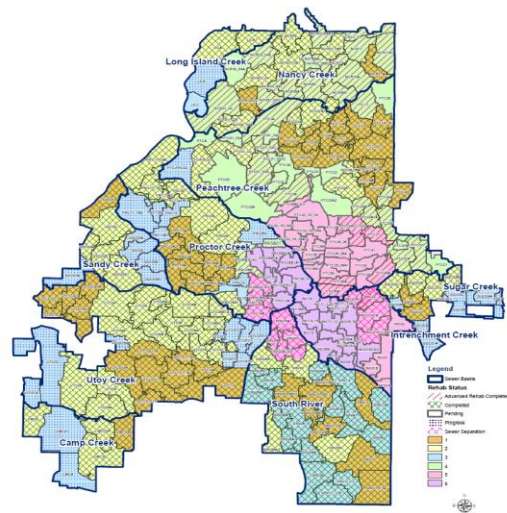
Clean Water Atlanta - Consent Decree Program

Sewer Rehabilitation Program:

SEWER GROUP	COUNCIL DISTRICTS	PROGRESS (MILES)	COMPLETE (%)	FACD MILESTONE
1	1, 3,4,5,6,7,8,9,10,11,12	135.2	100	7/1/2009
2	1, 3,5,6,7,8,9,10,11,12	118.7	100	7/1/2014
3	1, 3,5,7,8,9,10,11,12	36.76	62.1	7/1/2020
4	2,3,6,7,8	67.2	78.5	7/1/2025
5	1,2,3,4,12	19.2	27.7	7/1/2026
6	1,4	2.06	3.7	7/1/2027
Total		379.12		

- Total projected Rehabilitation (521 miles) represents 33% of total sewer system
- Total Sewer Rehabilitation – 72.5% completed (379.12 miles)

Small Diameter Sewer Rehabilitation Sewer Groups





Clean Water Atlanta - Consent Decree Program

Active Contracts Status:

- **SG3 Capacity Relief - Ashby-Jett & Greensferry Trunk Sewer Replacement (Proctor Creek Basin)**
 - Upsize 1,300 LF of 18-inch dia. pipe to 24-inch dia. pipe
 - Upsize 1,200 LF of 21-inch diameter pipe to 36-inch diameter pipe
 - Construction commenced June 2018; Projected completion June 2019
- **SG3 Capacity Relief - Terrell Creek Trunk and Relief Sewer Replacement (Proctor Creek Basin)**
 - 10,000 LF of 36-inch diameter pipe, to replace 18/21-inch diameter pipe
 - Construction commenced January 2019; Projected completion May 2020
- **SG3 Capacity Relief - Lower Proctor Creek Trunk and Proctor Creek Diversion (Proctor Creek Basin)**
 - 1,500 LF of 54-inch diameter pipe rehabilitation; re-automate existing diversion structure
 - Bids received May 2019; Pending bid evaluation
 - Projected completion February 2020

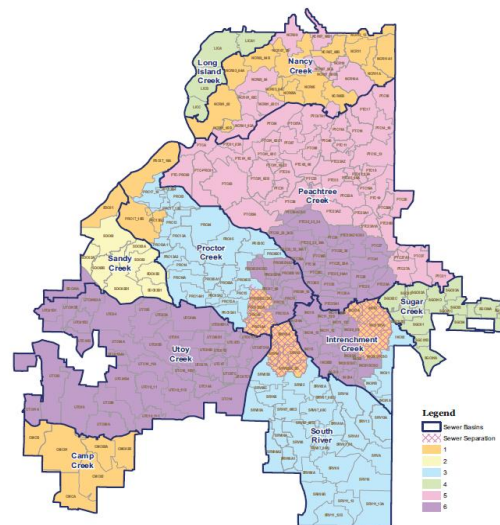


Clean Water Atlanta - Consent Decree Program

SSO Capacity Relief Sewer Groups

Sewer Capacity Relief Program:

- Sewer Group One Capacity Relief (SG1R) – 100% completed
- Sewer Group Two Capacity Relief (SG2R) – 100% completed
- Sewer Group Three Capacity Relief (SG3R) – In Progress
 - **SACD Compliance Date 7/1/2020**
 - 14,000 LF (2.65 Miles) of sewer construction remaining
- Overall Sewer Capacity Relief (Groups 1 thru 6) – 42.6% completed





Clean Water Atlanta - Consent Decree Program

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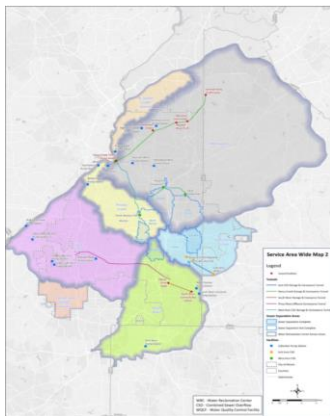
Clean Water Atlanta Capital Needs

	Original CIP Budget	Current CIP Forecasted Budget	Expenditures to date
Consent Decree Program (CSO)	\$1,055,575,934	\$744,365,162	\$726,185,374
First Amended Consent Decree Program (SSO)	1,536,611,306	1,868,519,047	1,099,820,952
Subtotal	\$2,592,187,240	\$2,612,884,210	\$1,826,006,326
Regulatory	140,323,304	158,904,566	149,219,231
Renewal and Extension (Capital)	232,029,004	847,560,530	256,799,145
Subtotal	\$372,352,308	\$1,006,465,096	\$406,018,376
Total Wastewater Projects	\$2,964,539,548	\$3,619,349,305	\$2,232,024,702

Source: Department of Watershed Management
Clean Water Atlanta Program 1998-1999
Wastewater Program Baseline Summary Report



Current Project Highlights



Wastewater Master Plan Update FC-7383C T.O. 60

Cost: \$598,630

NTP: March 18, 2019

Completion: December 31, 2019

Highlights: The purpose of the WMP Update is to provide an assessment of the DWM's wastewater system, to identify current system deficiencies, comply with regulatory requirements and recommend improvements for future system needs through year 2070. The Metropolitan North Georgia Water Planning District (MNGWPD) outlines basic requirements and guidelines for utilities to prepare Water and Wastewater Master Plans needed to generate an Integrated Water Plan (IWP). The IWP is in support of the objectives identified in the DWM Strategic Plan 2022: One Water Vision.

Updates:

- Wastewater Master Plan kickoff meeting held 4/11/2019
- Conducted workshops for collection systems evaluation, facilities evaluations, and wastewater forecasting and planning. TMs to be submitted by 6/20/19.
- IWP development coordination meeting between PMST, DWM and master plan project teams held 5/20/19.



Current Project Highlights



Water System Master Plan Update: FC-7383C T.O.

Est: \$564,182

NTP: March 18, 2019

Completion: December 31, 2019

Highlights: The purpose of the WMP Update is to provide an assessment of the DWM's water distribution system, to identify current system deficiencies, determine future water supply requirements and recommend improvements for future system needs through year 2070. The Metropolitan North Georgia Water Planning District (MNGWPD) outlines basic requirements and guidelines for utilities to prepare Water and Wastewater Master Plans needed to generate an Integrated Water Plan (IWP). The IWP is in support of the objectives identified in the DWM Strategic Plan 2022: One Water Vision.

Updates:

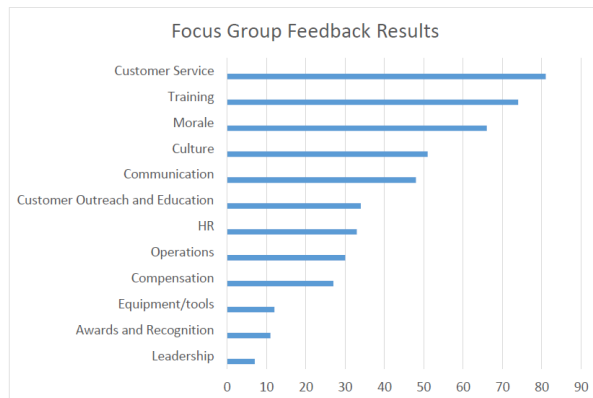
- Water Master Plan kickoff meeting held 4/11/2019
- Existing systems evaluations technical memorandums submitted for raw water system, treatment facilities, distribution system and demand forecasting.
- IWP development coordination meeting between PMST, DWM and master plan project teams held 5/20/19.



Doing What Matters. . . .

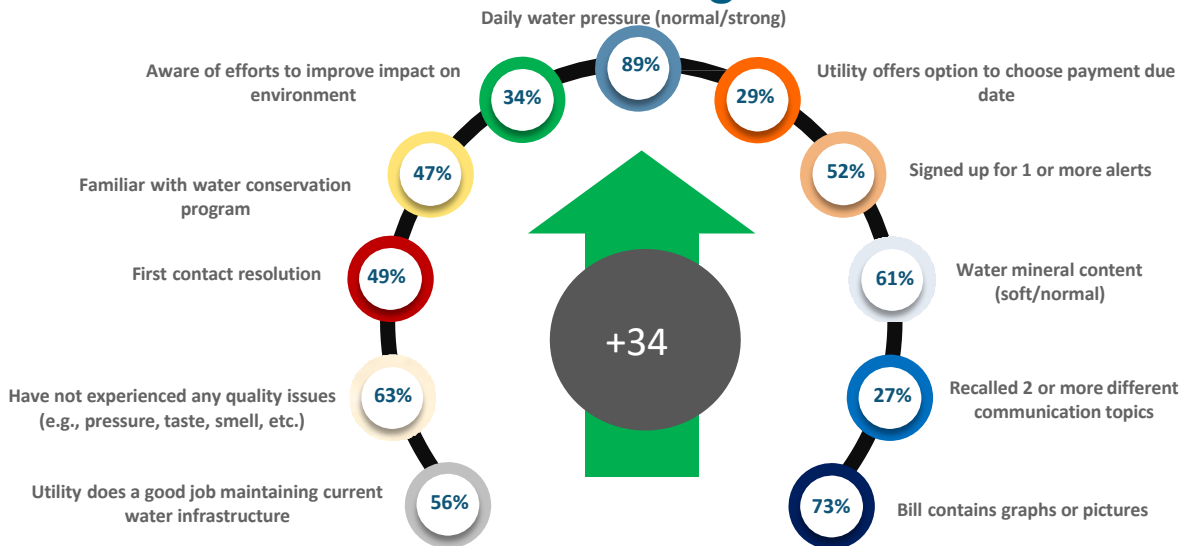
Customer Experience Improvement Plan

- Employee Focus Groups
 - 184 participants
 - 14 offices represented
- Customer Journey Mapping
- Process Review
- Service Delivery Lunch & Learns
 - 244 attendees
 - Topics included
 - It's All About Service
 - Creating World Class Customer Experiences
 - Managing Customer Challenges
 - Providing Great Customer Experiences Across Cultures
- Communicate, Communicate, Communicate





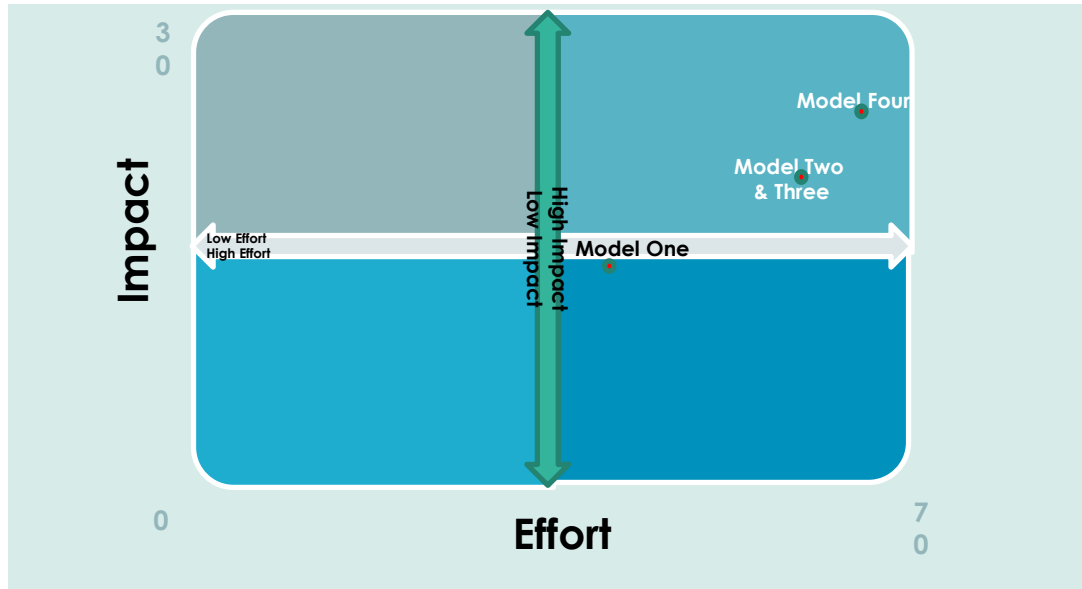
Overall Customer Satisfaction Diagnostics





DWM Customer Service Impact-Effort Matrix

Highest Possible Impact Score = 30 Highest Possible Effort Score = 70



Mayor's Office | 1



DWM Customer Service Impact-Effort Matrix

Model One	Model Two	Model Three	Model Four
<i>311 Specialized Group</i>	<i>Complex vs. Non- Complex</i>	<i>Technical vs. Non- Technical</i>	<i>DWM Customer Service Call Center</i>
Impact 15	Impact 20	Impact 20	Impact 25
Effort 45	Effort 65	Effort 65	Effort 70

The following measures were used to evaluate effort and impact: Customer & Employee Experience, Operational Costs, Staffing Structure, Facilities Acquisition and/or Planning, Training / Change Management, & Implementation Timeline

MAYOR'S OFFICE | 1

Administrative Highlights





High/Low Bill Inquiries Overview

January – March Inquiries

COUNCIL DISTRICT	HIGH/LOW BILL CALLS RECEIVED	CLOSED AND RESOLVED	CUSTOMERS WAITING FOR METER INVESTIGATIONS, REPAIRS, ETC.
1	43	42	1
2	37	36	1
3	36	34	2
4	42	41	1
5	40	39	1
6	44	43	1
7	41	40	1
8	63	62	1
9	40	40	0
10	52	51	1
11	53	53	0
12	56	56	0
Outside City	455	442	13
GRAND TOTAL	1002	979	23

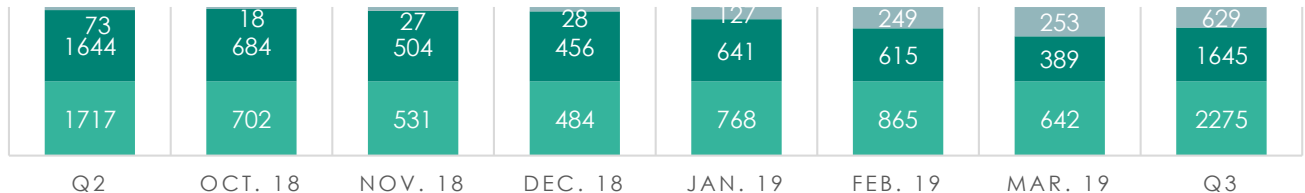
- In December 2018, there were 3,077 open high/low bill inquiries that were resolved by early 3rd Qtr 2019.
- In Calendar year 2018, CAST closed a total of 12,361 High/Low Bill Inquiries.
- In December 2018 CAST and ATL 311 worked to implement new High/Low bill inquiring criteria. New criteria resulted in 134% reduction in new cases. Case management strategies allowed for new inquiries and backlogged cases to be worked concurrently without any added staff.
- 100% within SLA.
- Reduction in number of formal disputes.



Bill Dispute Overview

BILL DISPUTES WORK ORDER SNAPSHOT

■ Created ■ Completed ■ Open



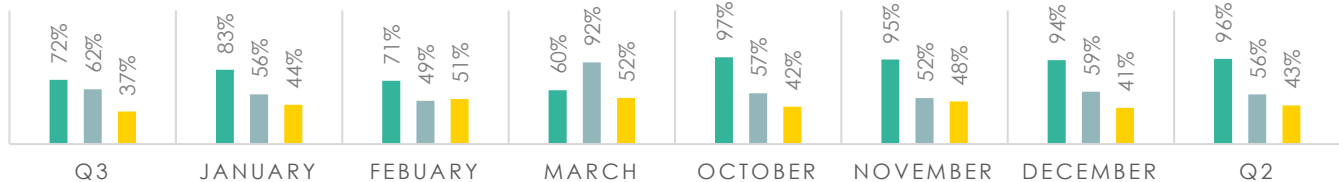
- 2275 new disputes were received in Q3 with 1645 of those resolved, 629 are still open (as of June). The increase in created work orders can be attributed to seasonal adjustment requests, such as busted pipes during the winter.
- The disputes restructure will improve process efficiencies and tracking by the development of metrics and defining criteria for billing dispute placement.
- Recent audit uncovered several scenarios where accounts were incorrectly flagged for dispute which skews dispute intake date. Roll-out of new dispute process is expected within next 30-45 days.



Bill Dispute Overview

DISPUTES COMPLETION SNAPSHOT (OF THOSE RECEIVED IN EACH TIME PERIOD)

■ % Completed ■ %Adjusted ■ %Denied

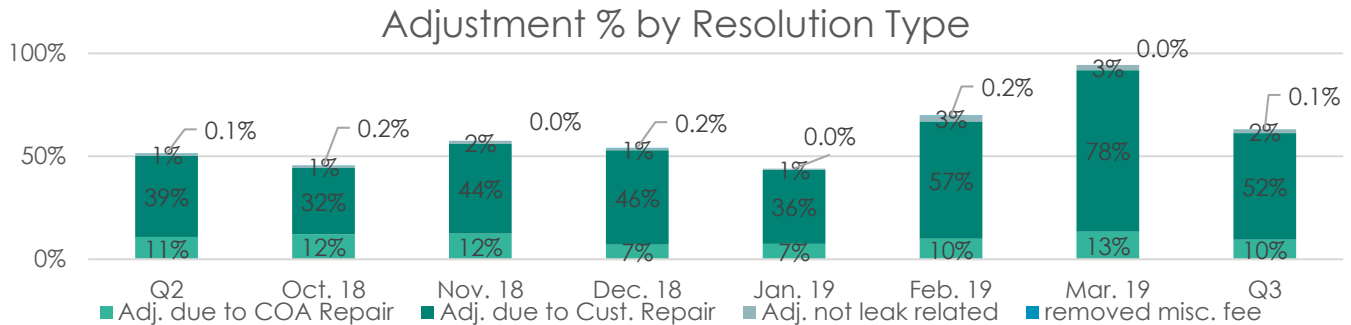


- 72% of the disputes from Q3 have been completed with 62% resulting in adjustments.
- A snapshot of adjustment types can be seen on the next slide.

– Note: Adjustments + Denials may not always equal 100% due to marginal error from missing data, user error, etc.



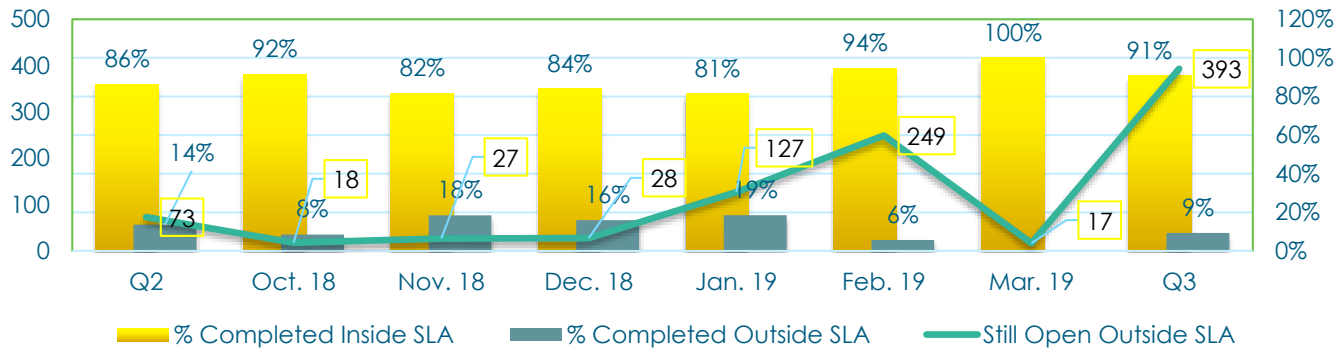
Bill Adjustment Overview



- Majority of the adjustments were due to customer's making repairs on their properties.
- Non leak related adjustments could be due to several instances, such as a correction to an estimated bill.



Bill Dispute Overview by SLA Status

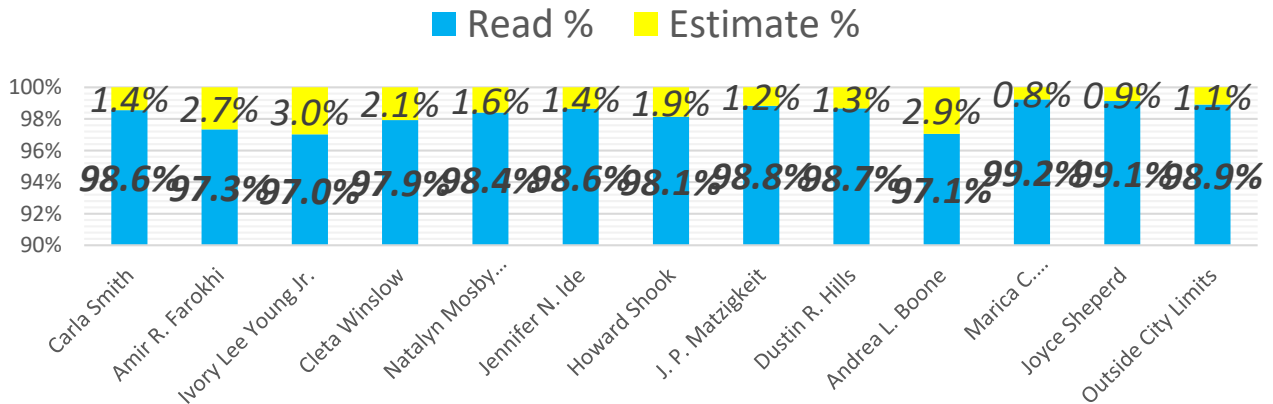


- 91% of disputes received in Q3 were completed within the 90 day SLA.
- There are 393 still open that are outside SLA which could be due to open field work or low productivity.
- **March is only partial representation. Full will be in at the end of June. Some of the 393 may be included in the March data as well. If this is the case you will see this number decrease towards the end of June.*



Large and Small On-Time Meter Reads

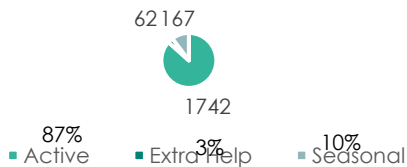
JANUARY-MARCH 2019



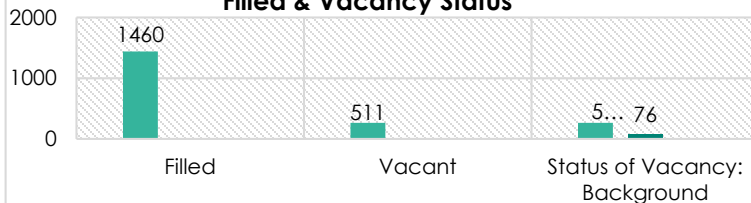


Positions: Filled and Vacancy Report

of Positions: 1971



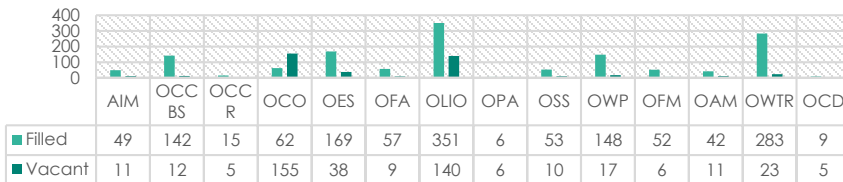
Filled & Vacancy Status



Notes:

- Of the 511 Vacant Positions 76 are in Background
- 1460 includes total intern hires
- Sr Leadership Recruiting: Efforts are underway for the following critical positions:
 - DC Office of Customer Care & Billing Services
- Sr Leadership Positions Filled
 - Office of Linear Infrastructure Operations
 - Assistant Commissioner

Filled & Vacancy by Office



Key for Offices: AIM = Atlanta Information Mgmt; OCCBS = Customer Care/Billing Servs; OCC R = Communications/Community Relations; OCO = Commissioner's Office; OES = Engineering Servs; OFA = Financial Admin.; OLIO = Linear Infrastructure Operations; OPA = Performance & Accountability; OSS = Safety & Security Emergency Mgmt; OWP = Watershed Protection; OFM = Facilities Management; OAM = Asset Accountability Mgmt; OWTR = Water Treatment/ Reclamation; OCD = Consent Decree;



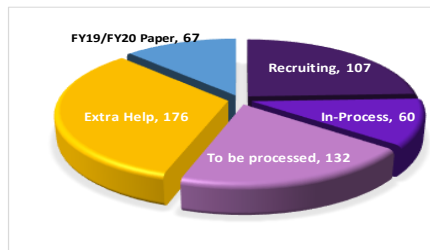
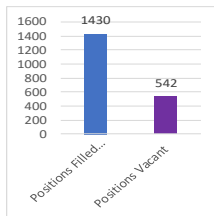
Human Resources 3rd Quarter Updates 2019



Total Positions Authorized	Positions Filled (Authorized)	Positions Vacant	Vacancy Rate %	Percentage Filled	Vacancies to be processed	In Process %	Recruiting & Interviewing	Extra Help	Part of FY19/FY20 Paper	Turnover Rate
1972	1430	542	24.35%	72.45	24.40%	11.00%	19.70%	32.50%	12.40%	2.89
Vacancy Breakdown (542)					132	60	107	176	67	
					To be processed	In-Process	Recruiting	Extra Help	Paper	

Turnover Reason	#	%
Retirement	26	53.06%
Dismissed	7	14.29%
Resignation	12	24.49%
Deceased	4	8.16%
Total	49	100%
LOA's Count	21	

Authorized Positions



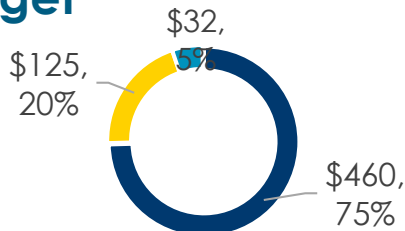
Financial Highlights



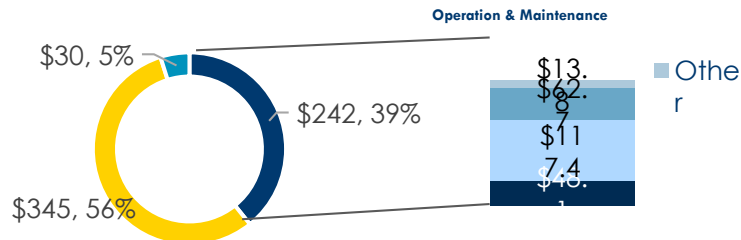


FY 2019 Budget

Revenue Sources (\$617M)



Appropriations (\$617M)



■ Water & Sewer ■ MOST ■ Misc

- Miscellaneous: IJ Revenue, tap meter sales, stormwater charges, interest earnings, administrative services

■ Operation & Maintenance

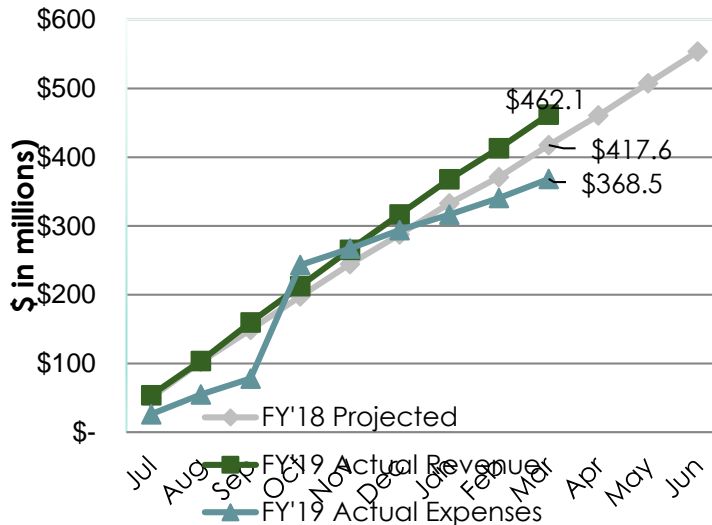
- Non-Departmental (Debt Service, indirect costs, PILOT/franchise fees, OPEB, GEFA payments/reserve, bad debt reserve, fund-wide reserve)

	OPERATION & MAINTENANCE (O&M)	
	Personnel	Non-Personnel
FY19 Budget	\$117.4	\$127.1
Through 3rd QTR of FY19	87.5	70.0
% Spent	74.5%	55.1%

*July 1, 2018 through March 30, 2019.



FY19 Operational Results



Fiscal Year 2019			
Month	Revenues (M)*		Expenses
	Projected	Actual	Actual
Jul '18	\$53.1	\$53.8	\$26.2
Aug '18	\$108.2	\$103.7	\$54.9
Sep '18	\$157.5	\$159.7	\$78.0
Oct '18	\$208.8	\$212.6	\$243.2
Nov '18	\$258.4	\$265.5	\$267.2
Dec '18	\$304.0	\$316.9	\$294.0
Jan '19	\$351.6	\$367.9	\$316.5
Feb '19	\$392.1	\$413.2	\$340.7
Mar '19	\$441.2	\$462.1	\$368.5
Apr '19	\$487.0		
May '19	\$536.3		
Jun '19	\$585.0		

* Does not include other revenues; As of 3/30/19

Operational Highlights





FORAtlanta Metrics

Metric Description	Benchmark*	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Call volume per 1,000 accounts		140.21	90.75	116.01	133.07	111.96	118.92
Customer Service Complaints per 1,000 accounts	5.2	9.9	6.2	7.6	8.8	7.7	7.2
Technical Service Complaints per 1,000 accounts	4.1	18	10.7	16.7	19.7	15.6	17.6
Estimated Bills as a percent of Bills Issued	3.00%	2.23%	2.60%	3.07%	3.38%	3.34%	3.27%
12-month O&M cost per million gallons of drinking water treated	\$398.05	\$553.63	\$552.17	\$557.75	\$577.66	\$559.73	\$569.43
12-month O&M cost per million gallons of wastewater treated	\$854	\$934.35	\$900.27	\$880.88	\$873.24	\$861.58	\$876.58
12-month Purchased power per million gallons of water treated (drinking water in kWh/MG)		2,172	2,183	2,193	2,197	2,194	2,186
12-month Purchased power per million gallons of water treated (wastewater in kWh/MG)		2,902	2,858	2,790	2,768	2,743	2,738
Drinking Water Compliance Rate as a percent of prior 365 days in compliance	100%	100%	100%	100%	100%	100%	100%
Wastewater Treatment Compliance Rate as a percent of prior 365 days in compliance	100%	92%	91%	89%	90%	89%	86%
# of Sewer Spills per 100 miles of sewer pipe (Annual)		6.3	6.1	7.7	7.6	7.6	8.6
# of Main Breaks per 100 miles of drinking water pipe (Annual)	15	16.69	16.16	15.10	12.09	11.81	11.88
# of Completed Bill Adjustment work orders		202	243	225	227	434	223
# of Delinquent Accounts		29,270	29,371	29,906	30,120	29,874	29,458
12-month New Leak Work Orders per 100 miles of drinking pipe		74.29	70.83	70.65	69.20	69.20	71.29
% of Total Hydrants Functional		99.16%	98.63%	98.60%	98.71%	98.15%	98.29%

*Benchmarks based on median AWWA reporting for combined utilities serving more than 500k



CSTAT Metrics

- The On-Time SLA Percentage for DWM overall in March 2019 was 94.8%
 - The Office of Watershed Protection

SR-WO Type	SLA	Jan 19 %On-Time	Feb 19 %On-Time	Mar 19 %On-Time
Erosion Complaint	7 bus days (call to resolution)	100.0	95.8	100.0
Erosion Control Final Inspection (Commercial)	4 bus days (call to resolution)	85.7	100.0	94.4
Erosion Control Final Inspection (Residential)	4 bus days (call to resolution)	94.1	91.0	98.0
Erosion Control Pre-Construction Inspection (Commercial)	7 bus days (call to resolution)	100.0	100.0	100.0
Erosion Control Pre-Construction Inspection (Residential)	4 bus days (call to resolution)	89.3	88.9	95.9
Existing Grease Trap Inspection	10 bus days (call to resolution)	100.0	100.0	100.0
Illegal Grease Dumping	1 bus day (call to inspection)	100.0	100.0	n/a
New Facility Grease Trap Inspection	7 bus days (call to resolution)	100.0	n/a	100.0
Sewer Overflow/Spill Clean Up	3 bus days (WO Initiation to WO Start Date)	94.9	89.6	97.8
DWM Monthly SLA On-Time %		93.4%	91.1%	97.4%



CSTAT Metrics

– The Office of Customer Care & Billing Services

SR-WO Type	SLA	Jan 19 %On-Time	Feb 19 %On-Time	Mar 19 %On-Time
Burst Pipe (Private) - Turn Off Request	1 Business Day	100.0	100.0	100.0
Close Account - Vacant - Turn Off	24 hours within scheduled date	100.0	100.0	100.0
Meter Reset	5 business days	100.0	100.0	100.0
Missing/Damaged DW Meter Lid	2 Business Days	100.0	100.0	100.0
New Account Request - Not Vacant (Move In / Move Out)	24 hours within scheduled date	100.0	100.0	100.0
New Account Request - Vacant	24 hours within scheduled date	100.0	100.0	100.0
DWM Monthly SLA On-Time %		100.0%	100.0%	100.0%



CSTAT Metrics

-Office of Linear Infrastructure Operations

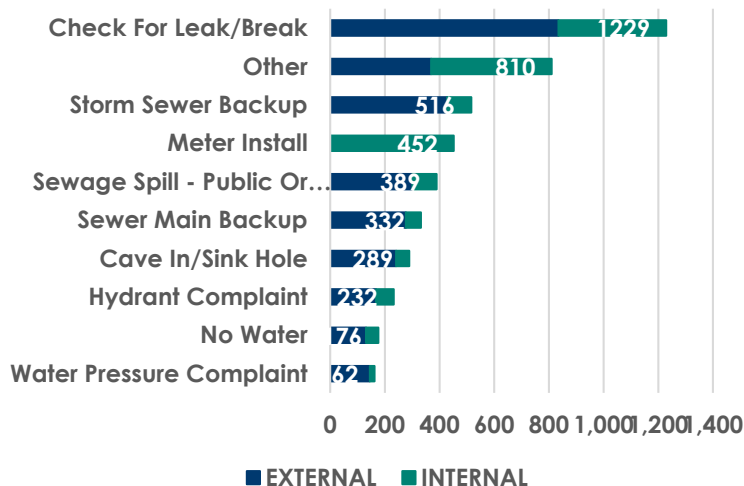
- The Office of Linear Infrastructure Operations has increased its On-Time SLA performance from 79.8% in January 2019 to 84.9% in March 2019.

SR-WO Type	SLA	Jan 19 %On-Time	Feb 19 %On-Time	Mar 19 %On-Time
Broken Drinking Water Service Line Repair	45 days (inspection to resolution)	63.3	80.0	91.2
Broken Sewer Line Repair	45 days (inspection to resolution)	93.2	88.9	93.0
Clear Storm Drain/Catch Basin	45 days (inspection to resolution)	68.4	97.7	98.2
Hydrant Complaint (Leaky Hydrant, Hydrant Knocked Off / Damaged)	24 hours (call to inspection)	98.6	98.2	100.0
Hydrant Leak Repair	10 days (inspection to resolution)	33.3	10.0	23.4
Hydrant Repair/Replace	20 days (inspection to resolution)	36.1	47.4	23.0
Low Water Pressure	24 hours (call to inspection)	94.2	100.0	98.1
Meter Leak Repair	7 days (inspection to resolution)	n/a	100.0	100.0
Missing/Damaged WW Manhole Lid/Cover	24 hours (call to resolution)	100.0	93.3	88.4
No Water - Infrastructure Related	24 hours (call to inspection)	98.3	100.0	97.4
Possible Sewer Cave In	8 hours (call to inspection)	97.0	96.1	100.0
Possible Sewer Main Back Up / Blockage	8 hours (call to inspection)	100.0	100.0	97.6
Possible Sewer Overflow/Spill	8 hours (call to inspection)	100.0	100.0	100.0
Readjust/Replace Street Plate	24 hours (call to resolution)	66.7	84.2	76.9
Sewer Odor	8 hours (call to inspection)	100.0	100.0	100.0
Street Flooding during or after a rain event / Storm Sewer Back Up	8 hours (call to inspection)	93.3	95.9	94.7
Valve (or appurtenance) Leak Repair	45 days (inspection to resolution)	24.8	23.8	35.2
Water Main Break Repair	2 days (inspection to resolution)	94.1	100.0	100.0
Water visible in street, sidewalk, etc. / Check for leak or break	8 hours (call to inspection)	93.3	96.2	97.9
Monthly SLA on-time %		79.8%	83.4%	84.9%



OLIO Recorded Service Requests

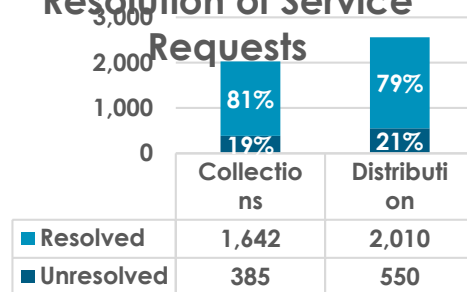
(January - March 2019)



Service Requests by Division



Resolution of Service Requests



Compliance





Consent Order EPD-AQC-6934 – RM Clayton Water Reclamation Center AIRS No. 121-00268

EPD Consent Order issued for compliance issues related to the 2016 and 2017 Annual Compliance Reports required under Air Quality Part 70 Operating Permit No. 4592-121-0268-V-03-0:

All conditions met – EPD Closed Consent Order on February 25, 2019.

Condition	Explanation of Conditions
1	Within thirty (30) days of the execution date of this Order, pay to the Georgia Department of Natural Resources \$31,760 for the violations listed in this order, and other narrative violations.
2	<p>Within 30 days of execution of this Order, DWM will provide the following:</p> <ul style="list-style-type: none">• Revised Annual Subpart Mmmm Compliance Reports for 2016 and 2017 as required by 6.2.19 of the Permit. The submittals should also address the additional issues outlined in EPD's e-mails of October 17, 2017 and April 16, 2018.• A revised 2017 ACC to accurately reflect all deviations. The submittal should also address the additional issues outlined in EPD's email of April 16, 2018.• Certification by a Responsible Official that the 12-hour and 3-hour block averages and associated records required by Condition 6.2.20 are calculated and maintained as required. The certification shall be accompanied by a summary showing the corresponding calculated 12-hour or 3-hour block averages, as appropriate, for each Subpart Mmmm compliance operating parameter from March 21, 2016, through the last day of the last full week prior to submittal of the certification.



Spill Data-Q3 (January- March 2019)

Quarter*	2016	2017	2018	2019
Q4 (Oct-Dec)	32	35	84	-
Q3 (July –Sept)	28	28	44	-
Q2 (April – June)	41	58	47	-
Q1 (Jan – Mar)	88	56	70	83
Total	189	179	245	83
YTD Major Spills (> 10,000 Gallons)	9	15	18	5
YTD Spills Prevented (Flow Monitoring Alert Program)	21	21	33	11
Rain Days >0.25 in	44	62	78	16
Major Rain Induced Spills	0	5	12	3
Rainfall Totals (inches)	42.43"	55.51"	77.91"	13.8"

*All Public Spills (Land & Creek)



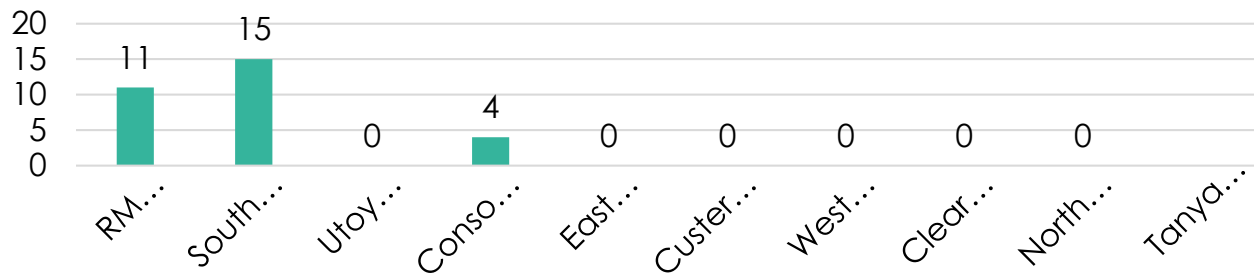
Major Spills-Q3 (Jan.-March 2019)

No	Date/Location/Receiving Water	Details
1	JANUARY 23 RD 644 WESLEY DR NW PEACHTREE CREEK	<ul style="list-style-type: none">• Volume: 26,000 gallons• Cause: Rain induced• Self-contained following storm event
2	FEBRUARY 19 TH 2335 ADAMS DR NW PEACHTREE CREEK	<ul style="list-style-type: none">• Volume: 14,800 gallons• Cause: Rain induced• Self-contained following storm event
3	FEBRUARY 19 TH 424 LINDBERGH DR NE PEACHTREE CREEK	<ul style="list-style-type: none">• Volume: 48,750 gallons• Cause: Rain induced• Self-contained following storm event
4	MARCH 4 TH 3125 PARROT AVE NW PROCTOR CREEK	<ul style="list-style-type: none">• Volume: 117,900 gallons• Cause: EQUIPMENT FAILURE• Spill contained after mechanical repairs were made at upstream lift station.
5	MARCH 20 TH 196 MONTGOMERY FERRY DR NE PEACHTREE CREEK	<ul style="list-style-type: none">• Volume: 16,290 gallons• Cause: GREASE & DEBRIS• Mainline cleared using hydraulic pressure cleaner.



National Pollutant Discharge Elimination System (NPDES) Permit Compliance

Q3 (January-March 201) NPDES Violations
– 30



■ Number of Violations

Reported on a Calendar Year Basis



NPDES Violations Details

Facility	Cause	Mitigation
RM Clayton WRC Operational -11	<ul style="list-style-type: none">• Total Suspended Solids (TSS) -7 (6 of 7 were major outfall spills)• Phosphorous – 4	The majority of violations were due to the accumulation of sewage sludge and excessive rainfall during the months of January and February. Additional violations were due to repairs made to Mixed Liquor Pump gates 1, 2, and 3.
South River WRC Operational -15	<ul style="list-style-type: none">• Dissolved Oxygen - 10• Fecal Coliform Bacteria - 5	Due to accumulation of sewage sludge in the secondary clarifiers and frequent rain.
Consolidated Limits Operational -4	<ul style="list-style-type: none">• Phosphorous – 4	Result of repairs made to Mixed Liquor Pump gates 1, 2, and 3.

Capital Improvement Plan Updates





Capital Improvement Plan Program Summary



\$9.3 M
Water Facilities
Projects: 2



\$344.7 M
Water Supply
Program
Projects: 3



\$127.0 M
Water
Distribution
Projects: 9



\$56.0 M
Green
Infrastructure
Projects: 6



\$356.2 M
Wastewater
Facilities
Projects: 29



\$45.6 M
Upper Proctor
Creek
Projects: 3



\$168.5 M
Wastewater
Collection
Projects: 14



\$30.9 M
Watershed
Protection
Projects: 2

5-YR Total: \$1.290B; 78 Projects (6 Planning, 13 Design, 5 Procurement, 30 Construction, 12 Complete, 5 Inactive, 7 On-Hold)

\$151.9 M in GENERAL Capital Improvements (10 Projects)



Current Project Highlights



Water Supply Program

Authorized Budget: \$342M **Economic Impact:** 5,301 jobs

Highlights: Securing Atlanta's water future. Increasing water supply from 3 days to 30 days. Protecting \$250M in daily economic activity.

Updates

- Quarry & Hemphill Pump Stations – Substantial completion by Jun 30, 2019
- Two Raised Bore flow shafts at Quarry – Concrete liner is completed
- 90 MGD Chattahoochee PS – Bid opening scheduled for May 31, 2019

Key Milestone

- 90 MGD Chattahoochee PS –
 - Bid opening scheduled for June 7, 2019"



Current Project Highlights

MOST Funded Stormwater Program FC-10244 Contracts A & B (Stormwater Asset Management Program)

Total Approved Budget: \$10M

Economic Impact: 138 jobs

Highlights: Authorized 40 Work Orders to clean structures & pipes and provide CCTV Condition Assessments; spent \$722,488.74

Council Districts: Citywide, averaging 3 projects per District (49 projects total awarded)

Updates: 39,518 linear feet of cleaning and assessment





Current Project Highlights



Upper Proctor Creek Capacity Relief: Rodney Cook, Sr. Park in Historic Vine City

Cost: \$26M

Economic Impact: 341 jobs

Updates:

- Construction of 9 million gallon capacity relief pond continues
- Stormwater infrastructure installation nearing completion
- Completed connection to Georgia World Congress Center parking lot across Maple Street
- Pond and fountain retaining walls currently being constructed
- Rainwater harvesting cistern installed and tested
- Work on Elm Street and Thurmond Street continue, expected completion in May
- Green Infrastructure stormwater planters, bioretention, great lawn installation to began in May
- Project Completion Scheduled- November 2019



Current Project Highlights



Upper Proctor Creek Boone Boulevard Green Infrastructure & Capacity Relief Project

Authorized Budget (Projects): \$16M

Highlights: Project will provide capacity relief to the North Ave Combined Sewer Area & water quality improvements through use of green infrastructure.

Updates:

- Installed Sidewalks & ADA ramps between Elm St & Sunset Ave
- Water main installation commenced on 09.19.2018: Approximately 1,600 feet of pipe has been installed out of 4,400 feet of pipe
- Approximately 85% of the planter boxes were installed between Lowery Boulevard & Northside Drive on the Southside of Boone Boulevard
- Mast-Arm construction is underway at Kipp Ways Academy
- Grading between Maple Street and Walnut is underway
- Concrete cap pours over the waterline from Sunset Avenue to Elm Street and then from Elm Street to Vine Street.





Current Project Highlights



Hartsfield-Jackson Manifold Improvements

Authorized Budget (Projects): \$5.4M

Highlights: This project rehabilitates the existing water distribution yard piping system at the Hartsfield-Atlanta International Airport's pumping station and located on South Loop Road.

Updates:

- Manifold piping has been installed on the slab
- Pipe support installations are underway
- Running electrical to the flow meters/pressure instruments
- Work in the drainage swale and detention area is complete
- Near Term Field Activities:
 - New pumps will be hooked up to the new manifold system
 - Installation of the new security fence,
 - **Substantial Completion: May 2, 2019**





Current Project Highlights



Clear Creek West Sewer Improvement (Civic Center Vault)

Authorized Budget (Projects): \$18.8M

Highlights: Project involves design & construction of an underground concrete vault having a capacity of 4 million gallons along with all ancillary systems and components at the Atlanta Civic Center.

Updates:

- Current Field Activities:
 - Backfill operations are underway followed by utility instrumentation and control work
 - Crews will be removing the support of excavation, cleaning up, asphalt restoration/repair work and patching
 - Asphalt will be restored to its pre-existing condition,
 - Tree recompense is underway: around 144 trees will be planted.
- **Final Completion: May 23, 2019**





Current Project Highlights – Atlanta Memorial Park

Peachtree Creek Trunk Sewer Stabilization

Cost: \$36.9M **Economic Impact:** 571 jobs

Highlights: Cleaning and trenchless rehabilitation of approx. 11,000 LF 90" diameter 80 year old sewers to reduce inflow and infiltration, safeguard against future breaches, and ensure long-term structural integrity of sewer

Project Start: May 2018

Project Completion: November 2019

Updates:

- 2,902 Tons of debris has been removed
- 9,687 LF of cleaning has been completed
- 5,602 LF of profile material has been installed and grouted





Current Project Highlights

RM Clayton Nutrient Recovery Project

Authorized Budget (Projects): \$11.6 M

NTP: May 9, 2018

Substantial Completion: August 30, 2019

Updates:

- Building slab has been completed
- Ostara Pearl ® Reactors have been installed
- Structural steel has been installed for the building
- Chemical tank pad has been poured
- Final EPD Design Development Report has been prepared for delivery satisfying all EPD comments
- Clogged centrate line from the dewatering building to the plant drain has been cleared under the annual major mechanical contract





Current Project Highlights



FC8047A-1 NORESKO GESPC Project

Authorized Budget (Projects): \$77.9 M

NTP: December 28, 2017

Substantial Completion: November 28, 2020

Updates:

- Twelve pressure sensors installed in key locations across COA water distribution system
- Fifty-three drilled piers completed for Biosolids Dryer Building in preparation for foundation work
- Title V Permit Issued by EPD for Biosolids Building Construction
- RM Clayton WRC UV Disinfection Upgrade design at sufficient level to begin implementation
- Biosolids Dryer Building slab pour in progress; one of five slabs complete.



Current Project Highlights



FC8047A-2 SCHNEIDER GESPC Project

Authorized Budget (Projects): \$36.2 M

NTP: January 31, 2018

Substantial Completion: December 31, 2019

Updates:

- South River WRC Anaerobic Digesters Cleanout completed
- UV Equipment for Utoy Creek WRC and South River WRC received on site
- Utoy Creek WRC Roofing Repair complete
- CWTP and HWTP Lighting Upgrades completed
- South River WRC and Hemphill WTP Dewatering Switchgear Equipment anticipated to arrive ahead of schedule
- New Equipment installation for South River WRC Anaerobic Digesters to begin in May